

April 4, 2016

WHAT'S HAPPENING

A newsletter for the Maine Medical Center family

Heart to Heart: Cardiac Volunteers Offer Personal Touch

Robyn Shaw, a volunteer for Mended Hearts, a group that supports cardiac patients in the hospital, recently had the tables turned when she suffered a heart attack while preparing for her shift at MMC on March 18.

“It started with what felt like a pulled muscle in my back ... it leapt from lower rib cage to neck, jaw, and teeth ... It branched off to my left arm and hand.”

Shaw was admitted to the hospital where she stayed for 10 days, during which she received three catheterizations and six stents.

During her stay, Shaw was visited by a fellow Mended Hearts volunteer, Doris

Ruel, who helped her through the pain and stress of treatments and recovery.

What makes Mended Hearts volunteers special is that they are all former cardiac patients. They understand the concerns of new and returning patients and offer a helping hand and compassion during a patient's most vulnerable time.

The Greater Portland Chapter of Mended Hearts (which Shaw spearheaded) is celebrating 10 years of volunteering with cardiac patients and their families at MMC, and one year of being part of the Cardiovascular Institute at MMC. Volunteers can be recognized by their tan vests and pri-



Mended Hearts volunteer Doris Ruel, right, visited Robyn Shaw, left, during her hospital stay.

marily visit patients on R1, R7, and R9. They each have regular days that they visit patients and are on call at other times. They also do phone and email visits.

Volunteer Week is next week, April 10 - 16. Make sure to thank an MMC volunteer for their hard work and dedication to our patients, visitors, and employees.

Snowy Owl Visits MMC

On Monday, March 28, MMC's Maintenance Supervisor Steve Rohman snapped a pic of this snowy owl hiding in the hospital basement. The MMC Safety team called a Game Warden at Maine Department of Inland Fisheries & Wildlife for assistance, and they sent over an animal removal specialist, David Sparks, who carefully captured the owl

and brought him to Windham to be released back into the wild. Sparks says the markings indicate a young male bird, probably migrating to the Arctic.

The owl was not near any public or patient areas and not in any danger. His photo made quite a splash on social media with hundreds of Facebook shares.



Improving Patient Care Through Operational Excellence

Recognizing Our Achievements With a Presentation and Celebration



Employees gathered on March 29 at the Dana Center to celebrate Operational Excellence achievements. Pictured, clockwise from top left: Infection Prevention's Lindsey Kim, R.N., and Carole Duperre, R.N.; Zander Abbott, Vice President, Women and Children Service Line, Joseph East, Administrative Fellow, and Corey Fravert, Director, Neurosciences; Rich Petersen, MMC President and CEO; Kim Bassett, Director, Operations, Medical Affairs, and Suneela Nayak, Director Operational Excellence; EVS's Rae Ann Bshara, Carolyn Lewis, and Judy Simoneau


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